



SOUTHERN AFRICA ROADTRIPPERS

Cape Town, South Africa Tel: +27 21 936 8600 Email: info@saroadtrippers.co.za www.saroadtrippers.co.za CK: 2011/103918/07

Terms and Conditions For 4x4 Vehicles.

TERMS AND CONDITIONS

Minimum Rental Duration and Costings Minimum rental period:

Minimum rental period 4x4: 7 days. Unlimited mileage for rentals 7 days and longer. (Rentals shorter than 7 days limited to 220Km's per day, extra Km's charged at R4 per Km.)

Vehicle rentals are calculated on a per calendar day basis, i.e. day of pick up or drop off is always counted as a full day irrespective of what time it is collected or dropped off.

The vehicle must be returned by no later than 4pm on the last day of hire to avoid an extra day hire charge.

Office Hours: Depot: Monday to Friday: 08h00 – 16h30 (last handover at 15h00, last return at 16h00)

An afterhours surcharge applies at a cost of R350.00 per collection or return outside of the normal Office hours. By prior appointment only.

After hour operations are as follows:

Saturday, Sundays & Public Holidays 09h00 – 14h00 (Late returns will be charged on a per day basis). All branches are closed 25 December (Christmas Day) and the 1st of January.

PHYSICAL ADDRESS: Cape Town: 9 Cradick Close. Parow Industria.

Johannesburg: 191A Gum Road Benoni A

Windhoek: Unit 5, Bell Park No 1, Bell Street Southern Industria.

ONE WAY FEE: A 1-way fee of ZAR 6 000.00 (Vat Inclusive) will be applicable between Windhoek, Johannesburg, Cape Town.

Cape Town to Durban ZAR 6 000.00 and R 4 500.00 between Durban and Johannesburg.

Any other cities on request.

COLLECTION: Vehicle handover will take approx. 2-3 hours, depending on the questions asked and client feedback. This involves a thorough explanation and demonstration of the vehicle and its equipment.

Kindly note that signing the vehicle condition report is an acceptance of the satisfactory condition of the vehicle. The owner must be notified within 24 hours, should the renter experience any problems, malfunctions shortage or

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damage. No consideration will be given to claims against such experiences, and no compensation or liability for lost time will be given, if issues are only reported on return of the vehicle.

Rental days lost due to a vehicle that has been collected after the agreed rental start date will not be credited.

RETURN.

When returning the vehicle, please set aside an hour for the vehicle and equipment to be thoroughly checked. We request that the vehicle be returned with a full fuel tank. Should fuel top-ups be required, the fuel amount will be deducted from the renter's nominated credit card plus a surcharge of R250.00.

Vehicles must be returned clean, in order for the vehicle check in to be done. Vehicles returned dirty will be charged a cleaning fee of R1 000.00.

Any vehicles returned later than the agreed return date, or outside of normal office hours (without prior arrangement), will be charged a full day's rental. Rental days lost due to the vehicle being returned before the agreed return date will not be credited.

LICENCE: South African nationals: A valid E, or South African O8 national drivers' licence for vehicles less than 3500 kg's.

All International Visitors: A licence from your country of origin and an International drives licence (in English) for vehicles less than 3500kg, is required for overseas visitors.

MINIMUM. AGE: The minimum age is 23 years for the 4x4 vehicles and the Maximum is 85 years.

eTOLL POLICY: All manned toll-booths throughout South Africa need to be paid by the customer.

For all rentals departing and/or returning to Johannesburg/Gauteng or traveling through Gauteng an additional mandatory levy of R500.00 will be charged in order to cover the Gauteng eTOLL road taxes.

LIABILITY OPTIONS.

SA Roadtrippers offers 3 insurance cover options, namely, Standard Cover, Maxi Cover and Super Cover as well as ***Special Roll over*** reduced Waiver.

STANDARD COVER:

This cover carries an excess/security deposit of R35000.00 which is applicable in the event of any accident or damage to either our vehicle or 3rd party property.

This excess/security deposit of R35000.00 is charged on the renter's Visa or MasterCard credit card or cash at the time of collection.

Funds will only be deducted from this amount, should the renter return the vehicle in a damaged condition or for any 3rd party damage or for traffic fines received, If no claims exist, **this excess/ deposit is refunded within 30 working days from date of return,** by the renter's financial institution.

Standard Cover does not include the cost of replacing or repairing of windscreens and tyres, radio theft and recovery costs or any damage related to water submersion or salt water damage.

Subject to exclusions insurance section:

Maxi cover: Minimum rental period of 7 days and longer.

The Maxi cover is charged at a daily nominated rate as per your quotation/rental agreement.

This cover reduces the excess/security deposit cover to R10 000.00, payable on collection and is applicable to the vehicle and 3rd party property damage, Funds will only be deducted from this amount, should the renter return the vehicle in a damaged condition or for any 3rd party damage or for traffic fines received. **If no claims exist, this excess is refunded within 30 working days from date of return,** by the renter's financial institution.

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Maxi Cover includes the cost of replacing or repairing of windscreens and or tyres.

Maxi Cover does not include:

Radio/tyre theft and Traffic fines.

Wilful and/or negligent damage to tyres and windscreens e.g.: Driving with incorrect tyre pressure damaging the side walls. Driving on washboard roads at excessive speeds.

Recovery costs or any damage related to water submersion or salt water damage.

Damage sustained as a result of a Roll Over.

Damage sustained as a result of single vehicle accident (no other vehicle involved in accident) .

Damage sustained as a result of an accident with an animal or animals.

Subject to insurance exclusions section:

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Super cover: No Excess: Super cover is charged at a daily nominated rate as per your quotation/rental agreement.

This cover is a NO EXCESS cover and is applicable to the vehicle and 3rd party property damage and includes the cost of replacing or repairing of windscreens and tyres. A security deposit of R3 000.00 is charged to the renter's Visa or MasterCard credit card at the time of collection to ensure that the vehicle is returned to the agreed location, on the agreed date, in a clean condition and no items are lost or damaged. This security deposit is fully refunded within 30 working days, after date of return, should all the terms and conditions be adhered to.

Subject to the driver:

Not been under the influence of alcohol and or drugs.

Not been in contravention of traffic laws, including and not limited to driving over the speed limit at the time of incident (Speed is measured by vehicles on board tracking system, allowance of plus 5kmph is given over the speed limit). (Including and not limited to adhering to speed limit of 40Km/h in Game Parks).

Not driving on un-marked roads and or restricted roads (Including and not limited to sand dune driving).

Not having water or salt water damage and or recovery costs as a result of water damage.

Exclude damage sustained by single vehicle accident (no other vehicle involved in accident).

Subject to insurance exclusions section:

Special Roll over reduced. Waiver: A roll over is defined as a vehicle sustaining all types of damage due to it not being on all 4 wheels.

This waiver option is available on rentals 14 days and longer. It is available as an additional added extra to either Standard cover or Maxi cover at an extra fee of ZAR 350.00 per day.

This waiver reduces and limits the amount payable to ZAR 100 000.00 (Vat Inclusive) In the event of damage sustained as a result of a vehicle roll over.

Subject to the driver:

Not been under the influence of alcohol and or drugs.

Not been in contravention of traffic laws, including and not limited to driving over the speed limit at the time of incident (Speed is measured by vehicles on board tracking system, allowance of plus 5kmph is given over the speed limit) (Including and not limited to adhering to speed limit of 40Kmph in Game Parks).

Not driving on un-marked roads and or restricted roads. (Including and not limited to sand dune driving)

Not having water or salt water damage and or recovery costs as a result of water damage.

Excludes single vehicle accident (no other vehicle involved)

Subject to insurance exclusions section:

CLAIMS HANDLING FEE: A handling fee of R500.00 is charged on all damage/accident claims irrespective of the liability cover option taken.

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ACCIDENTS.

The used definition of a traffic accident is an accident with a vehicle where another vehicle is involved, or where a pedestrian is involved.

Also not regarded as an accident when you try avoid hitting an animal crossing the road or a burst tyre.

Single vehicle accidents are NOT included in any liability cover options.

In case of damage to the vehicle rented, the following will apply:

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All accidents must be reported to the owners SA Roadtrippers within 24 hours and by law, to the Local Police within 24 hours. An accident report number from the police must be obtained at the time of reporting the incident. This proves that the accident has been registered.

Failing to report accidents will void all liability cover and the renter becomes fully liable for all costs.

We advise that you take as many photographs of the accident scene and also obtain the 3rd party detail.

We also suggest you take a photograph of the driver's licences of the persons involved.

An accident report which is provided in the RENTAL PACK, must also be completed. These documents and records of evidence will be submitted to the owner in order to process the incident.

The Vehicle: The renter is responsible for the recovery of the accident damaged vehicle to the original rental branch.

A replacement vehicle will only be dispatched once payment of all damages / recovery costs to the first vehicle is made.

The owner reserves the right to withhold a replacement vehicle; this does not entitle the client to any claims against SA Roadtrippers. If the renter requires a replacement vehicle to be delivered, charges will be levied according to the 1 way rates applicable. If the renter is not able to take a replacement vehicle, no refunds for early termination of the contract will be made. Should the renter continue with a replacement vehicle, this vehicle will be noted under the current rental contract and standard cover will be applicable. This includes a new R35, 000-00 payment on the nominated credit card. Reduced insurance excess is not available on a replacement vehicle. Should the applicable excess be charged, and should the owner be successful in the reimbursement of that amount by the 3rd party, this amount will be refunded to the renter. This process could take up to three years.

Insurance exceptions & Conditions:

Exclusions of ALL insurance cover options: The renter is fully liable for any damage to SA Roadtrippers vehicle or 3rd party property if:

- Any terms of the rental contract are breached.
- Damages are sustained whilst the renter/driver is in violation of any traffic laws or ordinances.
- Damage to the vehicle is caused by careless, wilful or reckless driving.
This includes driving under the influence of alcohol and drugs.
- Driving on restricted or unrecognised roads or sand dune driving (including and not limited to list laid out below in this document titled Road Restrictions).

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- Damage or loss to the equipment including items such as GPS, fridges, compressors, tents, kitchen utensils, camping gear, sleeping equipment etc. will be charged to your credit card. None of our insurance cover options cover any of the equipment supplied with the vehicle.
- Damage sustained to the vehicle when hirer has been driving over the speed limits during the rental term. Including but not limited to: Not exceeding a SA Roadtrippers permitted speed limit of 40 Km/h in Game parks.
- (! Maximum permitted speed limit on gravel/unsealed roads with SA Roadtrippers vehicles is 80 Km/H Irrespective of any 100 km/h posted sign board on gravel roads)
- (Speed is agreed to be determined by vehicle on board tracking system, plus 5 km/h over limit allowance Granted) IMPORTANT: if you exceed this speed limit, all insurance and reduced excess options lapse and become invalid.
- Driving any time at night/after sunset or before sunrise.
- Damages caused by dangerous and irresponsible manoeuvres to test the abilities of the 4x4. Initial
- All insurance cover is void if vehicles enter prohibited areas/Countries and will result in a breach of contract.
- Not adhering to the vehicle height restrictions.
- Any damage related to water submersion or salt water damage or driving below highwater line.
- Water submersion damage from water or river crossings or sea water, the vehicle may not go through deep water crossings, we do not recommend driving through water in excess of 30cm in depth, always walk water crossings first to ensure safe depth before attempting water crossing.
- Damage sustained by an accident with animals. Initial
- Damage is incurred due to incorrect use of the hand brake.
- Damage caused by burning, cigarettes, matches, lighters, and damages caused by smoking in the vehicle.
- Damage caused by standing on the bonnet, roof, fenders of the vehicle.
- Damage caused by Excessive Wear and Tear.
- Any loss/damage to the equipment including items such as GPS, fridges, compressors, tents, kitchen ware, camping and sleeping equipment.

The damage is to the clutch (An allowance of up to 3 days after collection is given, in which time a faulty clutch can be reported. Thereafter, it is deemed as the renter's responsibility). The customer is liable for the cost of the replacement clutch, not less than ZAR25 000.00 plus vehicle recovery and fitment excluding VAT (and cost of replacement vehicle if applicable).

- The Renter is responsible for any costs for repairing of any damage sustained to the undercarriage of the vehicle.

Damage to wheel rims.

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- Damage sustained as a result of a Roll-over are not covered under either Standard, Maxi and Super cover options. A roll over is defined as a vehicle sustaining all types of damage due to it not being on all 4 wheels.
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- Damage sustained as a result of single vehicle accidents. (Where no other vehicle involved in the accident e.g. Losing control of the car, bumping a tree while reversing the car , damage sustained while driving into bush and trees, etc are not covered by any insurance option) .

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- Damage from the incorrect fuel type is pumped into the fuel tank and/or fuel in the water tank will incur a R20 000.00 cost. SA Roadtrippers advises that should this occur; the vehicle is to remain turned off and not started under any circumstances. This reduces the damage caused.
- Overhead damage and damage to the roof, or roof top tents. Renters are reminded that the 4x4 vehicles are high. Caution needs to be taken when driving under branches, bridges, through archways or any overhead obstructions.
- Damages to sides and or exterior of vehicle as a result of driving through dense bush.
- Narrow tracks, jeep tracks and or roads lined with thick dense bush that come into contact with the vehicle is not permitted. The dense bush must not scratch or damage the exterior of the Vehicle by coming into contact or scraping the sides or any exterior of the vehicle.
- Damages to 4x4 drive system arising from driving in 4x4 mode on tar or asphalt road surfaces.
- Damage to vehicle driver's cabin Air conditioner as a result of excessive operation when the vehicle is stationary.

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The renter is hereby responsible for any damages or accidents that the owner has not been made aware of on the return of the vehicle. Please note the applicable charges will be charged to the nominated credit card.

The customer agrees that SA Roadtrippers are not responsible for any damage or theft to items of a personal nature. Travel and personal insurance are strongly recommended.

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- Standard insurance option the following applies: Damage to Windscreen and Tyres: Standard Insurance option excludes the cost of replacing or repairing of windscreens and tyres.
- Standard Insurance option the following applies: Should vehicle be returned with excess tyre wear or side wall fatigue the customer will be liable for the cost of such tyre replacement, fair wear and tear will be taken into account, and the final decision of the tyre wear being excessive is in sole decision of the owner. (Many factors will increase tyre wear such as, but not limited to, uneven rocky or washboard gravel roads, incorrect tyre pressure for the specific road conditions, wreck less or negligent driving, high temperature road surfaces, excessive loading. The customer is responsible to continuously manage the tyres to ensure that tyre wear is not excessive).

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Rules in respect of replacement vehicles - in case of Clutch and or Water damage

In the case of **Clutch and or Water damage** the following is applicable: (or any situation where the rental agreement has been breached)

- The vehicle and its equipment damage repair cost, Recovery (towing) costs, Replacement vehicle delivery fee, is the responsibility of the renter.
- The following recovery / replacement rates will apply:
 - Within South Africa: R 6-00 per kilometre (minimum tow cost is R6 000)
 - From Namibia and Botswana incurs tow in charges of at least R 35 000-00.
 - Replacement Clutch cost R25 000 -00.

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- Should a replacement vehicle be required, the owner may replace the vehicle, such replacement shall be within as short a time frame as possible in South Africa, a longer time period is to be expected outside the South African borders and further subject to:
- The Replacement vehicle will only be dispatched once all repair charges, tow in charges, delivery charges have been paid in full by the renter, and further that in the owner's sole discretion the vehicle has not been misused or abused, and or the terms of this agreement have not been breached.
- Vehicle replacement will only be affected by the owner should the vehicles not be drivable or due to a safety issue and further only once all repair options have been exhausted. (Including the customer taking the vehicle to the owners designated repair centre).
- A new pre-authorisation for the standard cover excess, will be deducted on the nominated Visa or MasterCard credit card for the replacement vehicle. No reduced insurance excess will be allowed on the replacement vehicle.

Rules in respect of replacement vehicles (whether due to an accident or vehicle damage)

In any situation where the rental agreement has been breached

- The repairs and recovery (towing) costs of the vehicle is the responsibility of the renter. The following recovery / replacement rates will apply:
 - Within South Africa: R 6-00 per kilometre. Outside of South Africa: R 12-00 per kilometre.
 - To & from Botswana, Namibia incurs an extra Tow charges at least of R 35 000-00.
- Should a replacement vehicle be required, the owner will replace the vehicle within as short a time frame as possible in South Africa, a longer time period is to be expected outside the South African borders.
- Vehicle replacement will only be affected by the owner should the vehicles not be drivable or due to a safety issue and further only once all repair options have been exhausted. (Including the customer taking the vehicle to the owners designated repair centre).
- A new pre-authorisation for the standard cover excess, will be deducted on the nominated Visa or MasterCard credit card for the replacement vehicle. No reduced insurance excess will be allowed on the replacement vehicle.

AIR-CONDITIONING.

The air-conditioning in the driver's cabin of the vehicle, is designed to be used in South African weather conditions. In regions where the temperatures reach in excess of 30 degrees Celsius, or the humidity is higher than 60%, the unit may not work as effectively. This is normal and does not constitute grounds to request a replacement vehicle.

Caution: Operating the vehicles Air Conditioning in the driver's cabin when the vehicle is **stationery**, and or idling for prolonged periods, without sufficient airflow from driving speed, can cause serious damage to the vehicles air conditioning system, the vehicle air-conditioner must be switched off to prevent such damage. (Such damage for customers account)

DUST INGRESS.

Southern Africa is predominantly an arid desert region and the majority of secondary routes travelled, are on unsealed dust or gravel roads. It is not possible to make vehicles 100% dust-proof and therefore refunds or claims for any dust ingress of any nature, will not be considered.

SAND BLASTING. Kindly Note: That no insurance covers damages caused from sand blasting.

Desert Sand storms can be severe and cause a lot of damage to the vehicles. Driving in a sand storm with low visibility and strong winds is not advisable, we suggest that you divert your route and or make a U-Turn and not to go into or near a sand storm. These are predominant in the South Western parts of Namibia. All damages and costs resulting from any sand blasting will be for the Renters account.

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OIL AND WATER CHECK. Clients will be responsible for the daily checking of oil, water, and all other items which require periodical checking for the proper functioning of the vehicle. Failure to adhere to this rule may result in damages for the clients account.

PAYMENT.

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SA Roadtrippers does not accept Travelers cheques or cheques as payment in any way.

Valid Visa/MasterCard credit cards, debit cards, EFT or bank transfer and cash payments are accepted for rentals. The holder of the credit cards needs to be present at vehicle collection in order for the transaction to be processed. SA Roadtrippers are not responsible for any currency fluctuations that may occur in any transactions including the refunding of deposits.

FULL PAYMENT for the rental must be received 14 days prior to date of collection.

(The security deposit can be paid on day of collection, but may take a while to process. It is advisable to pay the security deposit in advance in order to save time at handover) .

EQUIPMENT:

SA ROADTRIPPERS do not manufacture the camping equipment and accessories fitted but will make every effort to ensure they are suited and good condition. We therefore cannot warrant or guarantee their performance or reliability.

In the case of equipment issues or failures the hirer can repair or replace equipment at the cost of SA Roadtrippers Where the amount exceeds R1 000 prior authorisation is required.

In the case of larger and more specialized items like the fridges and roof tents where these are not usable and are not able to be replaced the relevant item will be refunded from when it is reported faulty. This as long as it is due to fair wear and tear and not usage related, due to strong winds or due to impact. The rental rates for fridges and roof tents are ZAR60.00 per day.

1. No tent is completely Mosquito proof so other precautions should be taken in Malaria areas. Zips which fail during the rental will not deem a tent unusable or validate the swap out of a tent unless otherwise agreed by the SA Roadtrippers.

All vehicles are supplied with sleeping, kitchen and camping equipment. None of our insurance cover options cover any of the equipment supplied with the vehicle.

Any loss or damage to the equipment including items such as GPS, fridges, compressors, tents etc. will be charged to your credit card.

Should any of your equipment malfunction during the rental period, SA Roadtrippers are not liable to provide a replacement vehicle.

TENTS: Zips which fail during the rental will not deem a tent unusable or validate the swap of a tent unless otherwise agreed by SA Roadtrippers. The rental rates for roof top tents are ZAR60.00 per day

ROAD RESTRICTIONS

4x4 Vehicles are permitted to be driven in SOUTH AFRICA, and with permission driven in NAMIBIA, SWAZILAND, BOTSWANA and LESOTHO. MOZAMBIQUE (Up to Vilanculous only) ZAMBIA (up to Livingston only) Special permission is required from the owners for travelling further than the countries and areas allowed. Should permission be granted by the owner, a disclaimer document will be required to be signed by the renter on collection of his vehicle.

Vehicles may be taken into certain South Africa's neighbouring states but are not allowed into Angola, Democratic Republic of Congo (DRC), Tanzania, Malawi, and Zimbabwe.

A cross border fee will apply if travelling outside of South Africa.

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Driving on 4x4 leisure Tracks, Sand dunes, or graded 4x4 trails that may require an entrance fee or club membership are not permitted.

All insurance cover is void if vehicles enter the prohibited countries and areas and will result in a breach of contract. The 4x4 is used for driving terrain that is usually inaccessible with a normal two-wheel drive vehicle.

Dangerous and irresponsible manoeuvres to test the abilities of the vehicle to the limit are not allowed under any circumstances and damages sustained from such activities will be for the customer's account irrespective of insurance cover options.

All towing costs to SA Roadtrippers depot are for the customer's account when terms are breached.

The owner, reserves the right, at its sole discretion, to restrict vehicle movements in certain areas due to adverse road or weather conditions, political situations or any other reason.

There are areas that are restricted for travel in any SA Roadtrippers 4x4 vehicles. (But not limited to)

South Africa. ANY SAND DUNE.

The road to the Sentech Towers in Marakele Park. (SA)

Narrow tracks, jeep tracks and or roads lined with thick dense bush that touches the vehicle.

Driving through dense bush is not permitted. The dense bush must not scratch or damage the exterior of the vehicle by touching or scraping the sides or exterior of the vehicle while the vehicle is moving.

(No driving below the highwater mark, or in contact with salt sea water on any coast line).

Namibia: ANY SAND DUNE.

The Skeleton Coast Park, NO driving north of Torra Bay.

(No driving below the highwater mark, or in contact with salt water on any coast line)

Van Zyls Pass (Namibia) Sandwich Harbour dunes. (Namibia)

Sossusvlei, last 5km 4x4 section to Sossusvlei National park, sand is very loose, rather use the shuttle operators.

Narrow tracks, jeep tracks and or roads lined with thick dense bush that touches the vehicle.

Driving through dense bush is not permitted. The dense bush must not scratch or damage the exterior of the vehicle by touching or scraping the sides or exterior of the vehicle while the vehicle is moving.

The supplier does not take responsibility for ANY damages or claims arising out of fast speeds and/or long-distance driving on the washboard roads in Namibia. These include all air conditioners, radiators, tyres and suspension systems.

Botswana.

Narrow tracks, jeep tracks and or roads lined with thick dense bush that touches the vehicle.

Driving through dense bush is not permitted. The dense bush must not scratch or damage the exterior of the vehicle by brushing or scraping the sides or exterior of the vehicle while the vehicle is moving.

The hirer assumes all risk for ANY damages or claims arising out of traveling fast speeds and/or long distance driving on very bad and/ or washboard roads and / or in extremely remote areas These include all air conditioners, radiators, tyres and suspension systems.

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Other countries.

Malawi, all of Angola, Zambia, Zimbabwe, Tanzania and the Democratic republic of Congo (DRC) are not permitted without written permission.

Temporary restrictions.

Due to weather and or other circumstances the supplier has the right to restrict certain roads or areas,

You will be liable for the full repair costs if accidents, mechanical damage or roll-overs that occur in restricted roads.

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CROSS BORDER DOCUMENTATION.

A cross border fee per vehicle per rental of R1 000.00 applies for preparation of the cross-border documentation into Lesotho, Namibia and Swaziland and any other approved destination. Such documentation is required for the vehicle to cross the border, the fee is to provide the vehicle documents ONLY, not to cover fees required at border posts. The owners are not liable for the arrangement or payment of visas, road permits, third party insurances or road taxes, council fees or any other fees that may be raised by the countries of entry. These are for the renter's account payable at the borders of the applicable countries. All cross-border applications are to be accompanied by a clear copy of the renter's passport & driver's license to be received at least ELEVEN days prior to collection of the vehicle.

Note: All clients must make sure that they (not SART) are informed of all the regulations and requirements when crossing to Neighbouring countries, (incl. sticker requirements) as these requirements change from time to time.

VEHICLE REPAIRS.

It is possible that during your rental, small repairs may be required due to the nature of the terrain. Repairs of up to R 1 000.00 may be affected without prior authorisation from SA Roadtrippers and such repairs may be reimbursed, on the submission of a claim with original receipts attached. Amounts above R1 000.00 will require verbal/telephonic approval from SA Roadtrippers on-road assistance. (Numbers provided in your rental pack).

Should a call-out fee be charged by a supplier to replace a tyre or rim, approval must be obtained from your collection branch. (The renter is responsible for the maintenance costs, repairing of flat, punctured or damaged tyres/rims).

Should permission be granted by SA Roadtrippers for an overnight stay in a lodge, due to repairs, a maximum allowance of R800 per night per vehicle is granted for a maximum of one night in South Africa and two nights outside of South Africa. Should a replacement vehicle be required due to a mechanical fault causing the vehicle unable to be driven not due to negligence, SA Roadtrippers will replace the vehicle at no extra cost to the renter, in as short a time possible.

KEYS.

SA Roadtrippers must be informed of keys lost or locked inside a vehicle. The replacement or recovery and courier of keys is for the renter's account. SA Roadtrippers cannot be held liable for any time/days lost and/or accommodation or any other costs incurred, due to the replacement or recovery of keys. Under no circumstances will the spare keys to a vehicle be issued on collection of a vehicle, all spare keys are kept at SA Roadtrippers offices in case an emergency arises.

TYRES.**Standard Insurance options.**

Tyres repaired as a result of a puncture, will be subject to replacement charges if deemed by the owner as damaged. (This & tyres repaired with a plug will be regarded as damaged)

The renter is responsible for any and all tyre maintenance costs including, repairing of flat, punctured, damaged and or excessively worn tyres.

The driver should not exceed the road traffic ordinance speed limits of 120km/h on tarred roads and 80km/h on gravel/sealed or corrugated roads.

For your safety, SA Roadtrippers recommends a speed of not more than 120km/h on tarred roads, and 80km/h on gravel/sealed or corrugated roads, and max 40km/h in National Parks.

When replacing a tyre, please ensure that it is of the same brand, size and ply rating as that of the damaged tyre.

Reconditioned or re-treaded tyres are NOT acceptable.

CAUTION: The 4x4 vehicles must never be used in 4WD mode on tarred roads as serious damage can occur.

Drive slowly, especially on gravel and dirt roads. Keep to a maximum 80km/h on gravel and 30km/h on soft sand.

When driving in jeep track try to stay in the existing tyre tracks.

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IMPORTANT TYRE PRESSURE & TYRE TEMPERATURE.

It is vital to understand and manage tyre pressure and tyre temperature according to the road and vehicle load conditions.

Poor tyre pressure management is a big cause of serious road accidents on tar and especially secondary gravel roads.

Tyre pressure increases as the tyre gets to operating road temperature. (After \pm 10kms)

Tyre pressure increases from a cold tyre (not been driven) to tyre that has been driven, i.e. a hot tyre by between 10 to 15 percent, factors such as road surface, speed, load, heat, etc. effect tyre pressure.

Tyre pressure gauges at petrol stations cannot be trusted as they vary dramatically and are generally not calibrated correctly, check your tyre pressure personally with tyre pressure gauge provided with the vehicle.

Periodically during the day stops while driving, check tyre temperature, this can be done by simply holding your hand against the tyre sidewall, if the tyre is too hot for your hand to hold (coffee cup hot) increase tyre pressure and reduce speed.

ON GRAVEL - Where your speeds SHOULD BE much lower and never over 70 km/h. (SA Roadtrippers limit)

Deflate your tyres by 10 or 15%, to give a softer ride, one that will not shake the windscreen out of the car or the fillings from your teeth.

To get an accurate datum, make a note of cold pressures before you start, observe recommended tyre pressure chart in the 4x4.

For long distance tar, it's advisable to increase by 10% above the norm.

On good gravel decrease by 10% to 15 % AND lower your speed.

CAUTION: Always re inflate tyres when returning to tar roads.

Keep large following distances on sand/dirt roads to avoid excessive dust which hampers visibility, clogs up cabin fresh air filters, clogs up engine air filter which may lead to increase in fuel consumption, flying stones may damage windscreen.

Ensure you brake timeously for water drifts in the road. These drifts are often dry and seem to appear suddenly and are not always clearly visible. Driving through them at too high speeds can damage your suspension and more.

Periodically during the day stop while driving, check tyre temperature, this can be done by simply holding your hand against the tyre sidewall, if the tyre is too hot for your hand to hold (coffee cup hot) increase tyre pressure and reduce speed.

TRACKING.

All SA Roadtrippers vehicles are fitted with tracking devices. Tracking is monitored in all Southern Africa destinations as allowed by SA Roadtrippers. SA Roadtrippers reserves the right to repossess the rental vehicle at any time if it is found illegally parked, driven recklessly and irresponsible driving or being used to violate the law or appears to be abandoned or if the renter is in breach of any terms or conditions of the rental agreement, has entered any restricted area or has infringed on the speed limits. (The owner reserves the right to retain any deposit held in lieu of damages for the above transgressions) .

TRAFFIC INFRINGEMENTS The renter is liable for all fines and penalties incurred during the rental period plus an administration fee of R250 for each infringement or penalty notice.

CANCELLATION / NO-SHOW PENALTIES

Cancellations are charged according to the below. Fees in percentage of total rental amount.

30 – 7 days before collection: 50%. 7 – 1 day before collection: 100%.

No show or cancellation on day of collection: 100%.

Initial. _____

FEES – MANDATORY CONTRACT; EQUIPMENT; EXTRAS; ONE-WAY & DELIVERY/COLLECTION.

Mandatory fees are applicable to all rental contracts or as applicable.

Extra equipment is to be booked at time of reservation or can be requested on collection if required and subject to availability. These requests incur a rental cost. Details as below:

MANDATORY ITEMS CHARGE per rental.

eToll. For all rentals departing and or returning to Johannesburg/ Gauteng or travelling through Gauteng an additional mandatory fee of R500.00 will be charged in order to cover the Gauteng eToll road taxis.
Damage collection Handling Fee: (Payable on claims due to damage / accident) R 500.00 damage handling fee.

Traffic fine admin fee: (Payable if a fine is levied) R 250.00

After Hours Surcharge: A ZAR 350.00 fee payable per collection or delivery.

Border Documentation: R1 000.00 per rental.

Additional Driver: ZAR 300.00 per driver is applicable for the third driver upwards.

ONE WAY / DELIVERY OR COLLECTION:

A fee is charged for any rentals that require a one way drop off or collection between cities. Please refer to the ONE WAY, DELIVERY/COLLECTION FEES schedule. Please also note that vehicles that are delivered to a secondary location, may not be handed over with a full fuel tank.

SUBSTITUTIONS:

If, for reasons beyond our control, the reserved vehicle is not available, SA Roadtrippers reserves the right to substitute a comparable or superior vehicle at no extra cost to the renter. This shall not constitute a breach of contract and does not entitle the renter to any form of refund.

TAXES & CURRENCY FLUCTUATIONS:

All charges include 15% VAT in South Africa and 15 % VAT in Namibia. All rates are quoted in ZAR.

SA Roadtrippers is not responsible for any currency fluctuations that may occur in any and all transactions.

Terms and conditions are subject to change in accordance with changes in government taxes.

TRAVELLING TO SOUTH AFRICA AND NAMIBIA WITH CHILDREN – NEW VISA REGULATION.

IT is important to make sure you have all the REQUIRED DOCUMENTATION before you arrive in the country. Available on all relative web sites. VERY IMPORTANT.

- <http://www.dha.gov.za/files/Brochures/Immigrationleaflet.pdf>

GENERAL:

Any claims or legal action in connection with the provision of our services to the client will be governed by the laws of South Africa. Any claim or legal action against the suppliers is likely to be subject to the terms and conditions of our contract with them.

- Locations within South Africa are charged at South African vehicle daily rates.
- Locations outside South Africa are charged at Namibia vehicle daily rates.
- Whilst including the same facilities, some motorhomes may have different layouts and or equipment types to those shown. All measurements and volumes shown are approximate. The information provided is subject to change without notice.

Initial. _____

- Towing of our vehicles is not permitted under any circumstances, any and all costs incurred by towing or damages as a result of towing without our written authorisation will be for the customer's account, irrespective of the insurance options taken.
- The information provided is subject to change without notice.

EQUIPMENT WILL BE TESTED BY THE SUPPLIER OR MANUFACTURER TO ESTABLISH REASON FOR FAILURE AND GROUNDS FOR REFUNDS.

ALL RIGHTS RESERVED:

Rates and terms and conditions of rental may be subject to change.

Declaration and statement made by the hirer.

I declare that I have not had special or restrictive conditions imposed on my driver's licence and or by any motor insurer nor have I had a motor insurance policy declined or cancelled. I further declare that to the best of my knowledge that I have not withheld any information which would influence the provision of motor insurance to myself.

I acknowledge that I shall be liable as per this hire agreement for any road traffic and parking fines incurred as the hirer of the vehicle incurred during the duration of the rental period of the hire contract.

I have read, understand and agree to the terms and conditions of this agreement. I warrant that I am authorised to sign this agreement. I authorise SA Roadtrippers irrevocably to debit all charges to my credit card arising under this agreement.

I acknowledge that I shall be liable for a claims handling fee of R 500.00 should any loss or damage occur under this rental agreement.

I confirm that all charges will be paid immediately, without offset or deductions and that no refunds are due in the event that I cancel the contract before the hire end date.

Renter/Hirer _____ Full name _____

I have read, understand and agree to the terms and conditions of this agreement. I warrant that I am authorised to sign this agreement. I authorise SA Roadtrippers irrevocably to debit all charges to my credit card arising under this agreement.

Second Driver _____ Full name _____

I have read, understand and agree to the terms and conditions of this agreement. I warrant that I am authorised to sign this agreement. I authorise SA Roadtrippers irrevocably to debit all charges to my credit card arising under this agreement.

Third Driver _____ Full name _____

I have read, understand and agree to the terms and conditions of this agreement. I warrant that I am authorised to sign this agreement. I authorise SA Roadtrippers irrevocably to debit all charges to my credit card arising under this agreement.

Initial. _____